

### REMARKS

This is responsive to the Office Action dated April 16, 2004 in which the Examiner rejects all the pending claims 1- 39 as being obvious over Doganata et al (US Patent No. 6,282,278) under 35 USC §103(a). Applicants have further amended independent claims 1, 14 and 27 to more precisely define the present invention. Some of the dependent claims are also amended for perfecting the claim language as well as for better defining the present invention. Applicants respectfully submit that the amendments clearly distinguish the present invention from Doganata reference cited by the Examiner, as further explained below.

As recited in amended independent claims 1, 14 and 27, the present invention comprises the distinguishing features that the indication acknowledging offeree's acceptance of the offer to provide assistance is registered in one or more data queues, and the agents are allowed to select the registered indication from the data queues so as to facilitate the assistance, which are not disclosed or implied in Doganata (US Patent No. 6,282,278). Doganata discloses a method and system for automatically establishing an audio conference call. In particular, upon receiving a conference call request, the system automatically selects an optimal one of a plurality of available conference service centers to provide the requested conference call service. However, Doganata does not disclose or teach to register the conference call request (read as "indication of acceptance of the offer") in a data queue, and/or to allow the conference service centers (read as "agents") to select the request from the data queue. Therefore, amended claims 1, 14 and 27 are now clearly distinguished from the disclosure of Doganata.

Moreover, Applicants respectfully submit that the amended independent claims 1, 14 and 27 are also distinguished from Barkan et al (US Patent No. 6,366,575) cited in the previous Office Action dated February 9, 2004 (Paper 9). Barkan discloses a system for establishing a telephone call between

an outside telephone and an agent station. In particular, a call request from an outside telephone is passed by the web server to a router. The router monitors the availability of a plurality of agent stations, and bids for answering the request if there is an available agent station (read as “agent”). However, Barkan does not teach or imply that an agent station has a right to select to answer (or not to answer) the request. Like in a conventional service center as explained in the instant application (see page 3, lines 17-19), the router in Barkan may forward the call request to any available agent station whether the agent station wishes to receive the request or not since the agent stations are under control of the router (col. 4, lines 36-38). This is clearly contrary to the present invention as defined in independent claims 1, 14 and 27 in which the agents are allowed to select the indication of offeree’s acceptance of the offer (read as “call request” in Barkan).

Therefore, Applicants respectfully submit that the present invention as defined in the amended independent claims 1, 14 and 27 are not anticipated by, or obvious over, either Doganata or Barkan. Claims 1, 14 and 27 are therefore believed patentable. At least for the same reasons, dependent claims 2-13, 15-26 and 28-39 are also believed patentable as each of them includes all the limitations in one of independent claims 1, 14 and 27.

In particular, dependent claims 2, 15 and 28 further define a distinguishing feature that the indication is registered in the data queues regardless of availability of the agents, which is not disclosed in either Doganata or Barkan. Doganata does not disclose anything about registering the conference call request in a data queue, while in Barkan the call request is placed in a queue by the router if an agent is not available (see col. 5, lines 53-58). Therefore, the patentability of dependent claims 2, 15 and 28 is further strengthened.

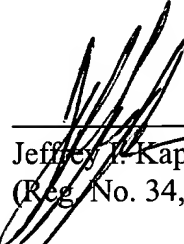
Applicants thus respectfully request reconsideration and allowance in view of the above remarks and amendments. The Examiner is authorized to deduct additional fees believed due from our

Deposit Account No. 11-0223. The Examiner is also requested to telephone the undersigned if it is believed further issues are preventing the case from being passed to allowance.

Respectfully submitted,

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Dated: July 16, 2004

  
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**CERTIFICATE OF MAILING**

I hereby certify that this correspondence is being deposited with the United States Postal service as first class mail, in a postage prepaid envelope, addressed to Mail Stop Non-fee Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450 on July 16, 2004

Dated July 16, 2004 Signed Paula M. Halsey Print Name Paula Halsey